

21 November 1975

MEMORANDUM FOR: Addressees Listed

SUBJECT : Survey in Support of SAFE Design

1. During the first two weeks in December, [REDACTED] human factors consultant to CRS/SAS and NPIC, is scheduled to conduct a pilot study of intelligence analysts' operations. The objective of this study is to aid the development of a "control language" for the SAFE system that is simply understood but yet is compatible with both the operational functions intelligence analysts perform and the SAFE computer system.

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2. The SAFE requirements paper has developed descriptions of the major analytical functions performed by intelligence analysts. These descriptions must be tested/verified and refined so that they may be used for communicating in the SAFE system. Vocabularies must be carefully selected for the system is being designed for future analysts as well as present ones. Flexibility is of most importance. Acceptance of the system is largely dependent on how it is presented; namely, the vocabulary/terminology used to drive the system. The more compatible the language is with day-to-day activities, the more it represents the analysts' daily activities, the easier it will be to learn and to retain.

3. Intelligence analysts in different offices, branches within offices, as well as analysts within branches, must fulfill different requirements, use different sources of information, face different time constraints, and meet different production criteria. Yet the control language as well as the SAFE system should fulfill as far as possible the needs of all intelligence analysts.

4. In this study [REDACTED] will observe the daily operations of a number of potential SAFE branches, as selected by SAS. He will move freely within the branches asking questions of branch analysts regarding their work and methods used. Data collected in this study would be used to determine what method or methods might be used to ascertain what terms a wider audience of analysts feel are best to describe their major functional operations. This resulting survey will include a much larger sample of the SAFE population, perhaps as much as 30%.

STAT

[REDACTED]
H. C. EISENBEISS

Director, Central Reference Service

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